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FRONT COVER
Delegates at the AIES
Conference held in
Sydney in May.



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NEW MEMBERS

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Christopher Bence	Police	VIC
David Campbell	CFS	SA
Michael Colella	ANSTO	NSW
Ian Cross	CFA	VIC
Coreyjay Frazer	CFS	SA
Catherine Giammarco	SES	NSW
Diarmuid Hogue	Transport Service	NSW
Sue Jack	CFA	VIC
Jan Maguire	AIES/SJA	NSW
Peter Marks	Telco	NSW
Sean McGuinness	SES	QLD
Santiago Medrana	Gold Coast Council	QLD
Murray Middleton	AV	VIC
Mark O'Connell	Telstra	QLD
Leonardo Pane	St John	NSW
Gregory Penny	SES	NSW
Tia Rowley	SES	QLD
Mark Sedsman	AMSA	ACT
Justin Smith	FES	QLD
Rolf Straatemeier	Police	QLD
Jason Taylor	RFS	NSW
Joanne Thomson	SES	QLD

AFS: Australian Fire Service

AMSA: Australia Maritime Safety Authority

ANSTO: Australia Nuclear Science and Technology Organisation

AV: Ambulance Victoria

CFA: Country Fire Authority

CFS: Country Fire Service

FES: Fire and Emergency Services

RFS: NSW Rural Fire Service

SES: State Emergency Service

SJA: St John Ambulance



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FROM THE PRESIDENT'S DESK

Scott **Milne** *ESM, FAIES, FAcEM*

Interim National President

The AIES and our NER magazine are important institutions in the Australian Emergency Service landscape. They are both contemporarily relevant and part of our shared national emergency history.

In March this year I found myself interim National President after the sudden resignation of the former President.

When I became president I was driven to reflect on the 40-year history of our Institute, assisted by a browse through some old *National Emergency Response* magazines in my library.

In 1989 the annual subscription was \$20, and Bob Maul, our retiring National Registrar/Treasurer, was on the NSW Committee having been co-opted in 1988. In addition to Bob, I saw the names of Jim Pullin and Greg James, all of whom were at the NSW Resilience Forum in May this year. Bob was then Chief Planning Officer, NSW SES and Civil Defence Organisation. I congratulate Bob Maul LFAIES who was awarded our highest award, the AIES National Medal of Excellence, at the 2015 AGM.

A special mention should go to Harold Wolpert, Anthony Macvean, and the hardworking committee who put together the NSW Resilience Forum under difficult circumstances.

As I browsed through those old NER magazines, I was pleased to find a number of other long-term active members of the AIES also present at the NSW Resilience Conference. Stalwarts like former NER Editor David Parsons FAIES, FAcEM, and long serving Tasmania President Ron Jones FAIES.

I noted that training modules and handbooks have given way to

competency-based training and Standards, as the background to what we are expected to have achieved and know. The Disaster Services Administration Certificate (DSAC) has been replaced by a series of ever increasing competencies and certifications. Universities started offering education in our areas of interest and the national and global access to a range of courses is increasing. State agencies have moved to competency training at the same time that the Australian Counter Disaster College move from education to training, morph into the IAEM, then EMAI, and has now disappeared from Mt Macedon. As a former acting Director of the EMAI, and with a 30-year association, I am saddened at that loss.

On the technological front, the size and cost of technology is diminishing as the capacity increases across all sectors. However, as Charles Perrow notes in *Normal Accidents*, this increases a range of concomitant risks. On the human front, expectations of emergency services are increasing whilst many organisations are struggling to survive. Robert Putnam noted in *Bowling Alone* and Andrew Leigh in *Disconnected*, that there is a downward step generational trend in terms of numbers volunteering and length of service.

The new AIES constitution was passed at the AGM and a thank-you is due to all those who worked hard to achieve this, particularly Mick Davis.

A primary observation I make is that you are well served by your directors, Steve Jenkins MAIES (Queensland);



Ron Jones FAIES (Tasmania); David Mack MAIES (South Australia), Alan Marshall CStJ, LFAIES (Victoria), Anthony Macvean MAIES (NSW), and John Rice LFAIES (membership officer). I am also a Director (ACT) of course, and enjoy serving each and every member.

The AIES website was established 15 years ago. On that note I acknowledge the important and dedicated work of John Rice in keeping the website and social media ticking along, as well as establishing and maintaining the electronic payments and records system.

Although I will remain the ACT Director, I do not intend standing as president at the next board meeting. I wish the incoming president and executive all the best for the future. ●

At the time National Emergency Response went to print, Steve Jenkins was appointed President of the AIES.

LIVE VIDEO: THE NEW FORCE IN BODY WORN TECHNOLOGY



Capturing real-time video from critical events is making a huge impact in law enforcement and emergency services, enabling the sharing of critical intelligence across multiple agencies – fast.

The ability to access the right information at the right time can save lives, taking the guesswork out of critical response decisions by providing real-time visual intel.

This reduces the number of people at risk on the ground. It enhances community safety through better communications and alerts, and increases the accuracy of decision making through the ability to see and know what is happening. Combined, this takes situational awareness to a next-gen level.

For a growing number of Australian law enforcement and emergency services agencies, as well as Customs,

Border Protection and counter terrorism, the answer is clear, with every Australian state and territory either in or planning to commence trials.

In January this year, the Queensland Government pledged \$5 million to equip the state's police with body-worn cameras, as one of the first orders of business for incoming premier Anastacia Palaszczuk.

The Queensland commitment follows in the footsteps of the NSW Police Force, which announced its own \$4 million camera initiative in May last year. Subsequent amendments to the NSW Surveillance Devices Act 2007 – passed in November – have made

provision with respect to the use of body-worn video by police officers.

Key advocates of the Bill included the Women's Domestic Violence Court Advocacy Service NSW, which hopes police recording video will provide a clearer understanding – and admissible evidence – of domestic violence incidents.

Technology has always played an important role in law enforcement, but the widespread adoption of solutions supporting live video streaming during critical events is a trend with profound implications for police and the communities they serve.

First action responsiveness and strategic planning improve immediately with the streaming of live video. Advanced video evidence management delivers a secure chain of custody with the facts and event visibility gathered resulting in a higher quality of evidence and better justice overall.

Body-worn cameras are also a powerful deterrent during police activity. Cambridge University researchers recently published a study on California's Rialto Police Department, following its adoption of body-worn cameras. The study showed that 'use-of-force by officers wearing cameras fell by 59 per cent and reports against officers dropped by 87 per cent against' when compared with the prior year before cameras were used.

Video has powerful applications once events have passed, in particular to support post event surveillance analysis, evidence-quality court footage, and real-world training.

"The software and applications now exist to enable wearable cameras to stream live video over a mobile network," according to m-View CEO Andre Obradovic.



"Our software intelligently looks at the network quality and ensures video streams are delivered with low latency and reliability, providing optimal situational awareness for front-line law enforcers and emergency responders."

As mobile broadband speeds increase, the case for this technology grows even stronger, with officers able to collect and transmit live video faster. The growing sophistication of video streaming software allows for more reliable transmission of footage regardless of instability within wireless networks themselves.

The option to store and manage this footage in the cloud is also proving valuable for agencies concerned about the

costs and complexity involved in managing large volumes of video, while addressing important issues of data security.

In addition to law enforcement, body worn cameras and live video streaming solutions are seeing rapid adoption in the fire and emergency services space.

Firefighting demands technology that is tough enough to keep operating in extreme situations. It requires evaluating the entire situation from every entry and exit angle. Even the most experienced firefighters can use a second pair of eyes and expert real-time advice from the Command Post or a specialist team leader in a different area of the fire site.

The recent once-in-a-decade storms that lashed Sydney and coastal areas of northern NSW were a stark reminder of the unpredictable nature of extreme weather events and the constant need for better solutions aimed at managing them.

By adopting solutions that are innovative and creative, body-worn cameras with appropriate software can rapidly revolutionise police and emergency services. ●



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MARCIA, MARCIA, MARCIA – WELCOME TO NED’S STORE

Warren **Kelly** MAIES

First Officer Black River and Districts RFB

In February 2015 when the Bureau of Meteorology named a developing Tropical Cyclone 'Marcia', it was believed that it would be short lived and then dissipate, similar to the last tropical cyclone named Marcia that formed to the south-east of the Cocos Islands in February 2000 and lasted as a Category 1 cyclone for less than 48 hours. It could also be compared to an earlier incarnation as Tropical Cyclone Marcia in October 1974, which also seemed to be somewhat of a fizzer as far as cyclones are concerned.

Contrary to models, and in true cyclone fashion, this expected flash in the pan suddenly intensified over the course of a day to reach Category 5 before making landfall in Shoalwater Bay and tracking south to the west of Yeppoon and directly over Rockhampton as a Category 3 Cyclone delivering gusts of up to 205 km/h with much of the damage on the south eastern side of the storm.

That evening, our incident management team from Queensland Fire and Emergency Services (QFES) Northern Region (Ingham, Townsville and Ayr), was told to prepare to drive into the disaster zone the next morning to provide some relief manning for the Rockhampton Regional Operation Centre (ROC) and Incident Control Centre (ICC). We were a team that had worked together before



Day 1. Rocky ICC. Phil and Owen task the Alton Downs Brigade.

and were keen to bring what experience we had in cyclone incidents with us.

Rockhampton routinely and quite successfully manages flood events, however, as locals will tell you, 'Rocky' doesn't get cyclones. In fact, in the previous 101 years, there had only been three recorded cyclones that passed within 50km of Rockhampton, all being Category 1 or lower and the last one in February 1971 which was only a tropical low (Fiona). 'Rocky' simply was not prepared for such a weather event, especially one which developed at such a phenomenal rate.

On approach to 'Rocky', what was immediately noticeable from around 60km north, was the distinct direction of deadfall from trees, being in an easterly direction. The closer to the city, the more obvious it was that a storm had passed, now showing deadfall more northerly. On getting closer to the CBD, there was a noticeable shift in the direction of deadfall in multiple directions accompanied by the usual downed power lines and minor debris. What we saw were the least affected areas. The southern and south eastern sides experienced the strongest winds just like Yeppoon had earlier.

What Rockhampton was experiencing was so different to previous disaster experiences where either flood or fires escalate with a fair amount of certainty and

with less impact on basic infrastructure. Often plans can be implemented and both ROC and ICCs can be stood up with relative ease and with time to plan, often with the experience of hindsight to help guide the process. This time, however, the incident came rapidly and took out much of the infrastructure of the city.

Higher level QFES planning had seen a fair number of resources in place prior to landfall including ICCs at Yeppoon and North Rockhampton (USAR) and these commenced working very well. Many local volunteer brigades from the north west part of Rockhampton were leading a push into Yeppoon and other areas north-east of Rockhampton. The city was in lockdown due to the absence of power except for the small pockets which had decent generators.

We spent a night at a local hotel, which had a generator and was slowly bringing rooms on line. Here, we had our first meal in the only place for kilometres that had power and lights, which became a magnet for thousands of bugs, most notably grasshoppers.

Next morning we reported to the ROC, which resembled an office block in a war-torn country. Our entry was through a fire escape stairwell with electrical cables running up to the floor in which the ROC was operating. We were tasked with bolstering the local management teams



Day 2: Signing on.



Day 3. 'Ned's Store'. Photo by Inspector Peta Miller-Rose.



One of the early identified hazards – 200 killer wasps.



Some of the lesser damage on the way into Rocky.

which themselves were trying to recover from their own personal situations in the aftermath of the cyclone.

At our briefing, our team was split between day and night ROC duties and the setup of the general ICC for recovery operations at Rockhampton Fire Station. My function changed over the first few days from EIAP Operator to ROC Operations Assistant to Rural Fire Service QLD Liaison Officer and later, Staging Manager Rockhampton ICC.

With a local IC and logs officer, combined with myself, Special Operations Jock Crome (OPS) and Inspector Phil Feint (PLAN) we set about standing up the ICC with an initial goal of getting yellow trucks onto the streets of Rocky. I contacted local Fitzroy Group Deputy Group Officer Owen Buckle and we set the wheels in motion to meet this seemingly simple plan...to secure some yellow trucks.

This was one of the first challenges that I faced as I soon discovered that most of Fitzroy Group were in Yepoon, which suffered far greater winds and of course damage. We did, however, succeed in getting one truck, Alton Downs 51, and we tasked it that afternoon. Small successes.

I quickly placed a logs request for two strike teams from out of area as I knew that once we were able to secure some local crews, they would likely be a finite resource which would likely last only a couple of days before other local priorities took them over.

We put out a page call to Gladstone area RFBs and were fortunate enough to secure a dozen appliances for the next day fresh for tasking into what would be a frenzy of tasks from the ROC.

The ICC stood up rapidly and efficiently with Jock and Phil operating like a well oiled machine and at the end of Day 1, the stage was set for the rest of our deployment and the beginning of a few weeks of Yellow, Red and Orange recovery work. It is always difficult coming into an area and helping without causing offence to locals and I believe that we did this rather well.

Setting up staging for volunteers is a rewarding yet tricky activity. Not only do you have to get the support right (maps, food, water, equipment), you also need to ensure that they are registered, your tee card management is in place, that there is shelter and that there is work for the crews to do. As with all multi-agency storm events, the flow of requests for

assistance is slow to start. This often leads to a 'hurry up and wait' situation ensuing.

With the outstanding effort of planning and operations, we had tasks aplenty to get the crews briefed and into the field quickly. Jock also had the second most important thing organised, the coffee van which was given an absolute caning by staff and volunteers alike twice a day for the duration of my stay. This was also a great gesture by helping a local business trade during a disaster which would have seen her lose money through loss of work.

One of the other challenges was that local crews would be turning up in their yellows with green tee shirts and this prompted a quick logs request to get collared Rural Fire Service work shirts from RFSQ Rockhampton. This was a smart move there as many were not prepared for the long hours of chainsaw clearing in the hot sun. Again, lessons learned from Northern Region. I became a brand guru as I not only had our volunteers wearing our brand in the street, but we also had at least one SES officer wearing one and a whole mess of auxiliaries too.

With Owen by my side as the font of all local knowledge, we drew crews from



Day 4. Mt Maurice and Black River team ready for action.

the Gladstone area as well as some local crews that were becoming available. We even had one primary producer brigade travel three hours into Rockhampton to assist, what an outstanding effort of neighbour helping neighbour. We were thankful for the local crews as we had little accommodation available in town as there was no power and many businesses simply could not operate.

We were putting together quite a team and to my pleasure, each afternoon when the crews were released, there were none of the usual complaints. As anyone knows who has worked with RFS volunteers, if you do anything wrong, they let you know at the end of the day. It was great feedback knowing that we were keeping the team happy. This would be especially so with a task force coming from Brisbane including a strike team from Northern Region including some members from Black River, Rupertswood and Stone River, many of which were on their first deployment and putting the Stone River based chainsaw cache to use out of area.

Also from Northern Region was Bob Roberson, Crew Leader of Bluewater RFB. Bob headed up the recovery and mobilisation of the region's Lions Club Volunteer Network. Bob's efforts made serious inroads into coordination of social and community volunteers as well as providing a lot of support to people affected by power outages, etc. An example of the importance of these types of organisational relationships was that as some of our crews identified people with social needs such as an 82-year-old insulin dependent diabetic with no way to keep her insulin cool. While initially the crew were able to get ice to her as a temporary fix, a call to Bob meant that the process was commenced to get her a generator within a day – a mean

feat seeing as generators were in such high demand, they were being stolen from traffic lights on major intersections.

Part of the mobilisation of a task force from Brisbane was the deployment of a portable habitat. This, along with a complete team of professionals, was sent ahead of the task force and transformed the showgrounds into a home away from home for all crews. Many called it 'the Hilton' and considering the type of accommodation our teams had following TC Larry in 2006, this truly was the premium in camping options. A huge thank you for the team that managed the 'Showground Hilton'.

A number of staff and volunteer community educators (VCE) were also on hand to slip in behind us in the management team, which was great support as our activities escalated through that first week. Inspectors Rose and Bloss were a great support team who provided all volunteers and staff alike service with a smile.

One of the other wonderful activities that took place was the swell of VCEs to commence the task of conducting the welfare checks thus relieving the main volunteer force and freeing them up for more clearing activities. The VCEs teamed up with SES volunteers and members from Red Cross to get out into the community and press the flesh. With the recent changes to the structure of the QFES, this was exactly what the doctor ordered.

The task force arrived and settled in and were soon ready to rock and roll, many freshly in from deployment to WA. Even before they arrived, there was a request sent through for thongs for 30 people. Knowing Alan Gillespie, I had to clarify if it were rubber or cotton thongs and he explained that the crew had not brought their 'pluggers'. Once clarified with a grin

we put in the logs request so that by the time they arrived, they had thongs waiting at the Hilton. They were split into two strike teams and were given bulk taskings both north and south of the Fitzroy River.

With the influx of fresh troops, we had an increasing need for feeding people and the ICC team did a brilliant job of getting teams fed. What started out as staggered feeding at a café ended up being set meal times at clubs etc around town, sharing the load between businesses. Logistics were doing a fantastic job not only with keeping the quality and variety of lunch locations up to speed but ensuring the timely supply of almost all requested items.

The team was brilliant; there is no other word to use. Everyone from the communications operators to the admins, the uniformed staff to the volunteers; by the time we were ready to demobilise, the team was huge and all were performing like a premiership winning sporting team. We handed over to a new and fresh team as did the task force. The local brigades were able to go home and have a break too after forging some new friendships in the face of adversity. The Hilton remained for the fresh tenants and of course the local staff were able to focus on their own issues and get back to some level of normality. From my perspective it was one of the best deployments I have been on.

On a final note, disasters like this are a reminder of how delicate life is, and how resilient Mother Nature is. Following Tropical Cyclone Larry, there were thousands upon thousands of butterflies flying in the eerie silence of the devastation. After Tropical Cyclone Marcia, there were thousands upon thousands of brilliant green grasshoppers each morning as we left our accommodation. Mother Nature bounces back, just as our communities bounce back.

It is through the learnings from each previous disaster and our efforts going forward that we can help make that journey as easy as possible. ●

Warren has been a volunteer firefighter for 35 years both in NSW and QLD. Known affectionately as Ned, he was part of the Rocky ICC during the 2011 Floods and again in 2015 for TC Marcia. He has been involved with incident management in Townsville for the last six years ranging from duty at LDMG, ROC and ICC level. Warren is First Officer Black River and Districts RFB.

AUSTRALIAN CRISIS EVACUATION APP RECOGNISED BY UN



Guardian Evacuations developer Gareck Packer checks his smart mapping app outside a cyclone shelter in Townsville.

An ingenious Aussie app that links people fleeing natural disasters with nearby evacuation centres could soon be saving lives around the world, after winning a prestigious United Nations (UN) competition.

The Guardian Evacuations app – built using Geographic Information System (GIS) technology – helps victims of natural disasters locate their nearest evacuation centre while providing details on real-time traffic, weather, flood and fire information to help users determine the safest routes.

The application took out the Global Disaster Resilience App Challenge, which is run by international GIS technology giant Esri and the UN's Office for Disaster Risk Reduction (UNISDR).

The app was unveiled in May to the who's who of North Queensland's GIS community at one of the industry's most important events.

GP One Consulting Director Gareck Packer – who developed the app in conjunction with Queensland disaster management software company QIT Plus – said it draws information from a range of sources, including government departments and community groups.

"The app equips evacuees with crucial tools to help them reach safety during a disaster," Mr Packer said.

"This includes basic information, such as how to find an evacuation centre, what facilities the centre has, and what to take with them.

"Evacuees can also use the app to pre-register while travelling, which reduces pressure on centre volunteers and provides a vital record of who is expected compared to who has been received at a facility.

"Importantly, users can see which centres are currently accepting people, so they don't waste valuable time contacting co-ordination centres for this information."

Esri Australia Managing Director Brett Bundock said smart mapping apps were increasingly becoming a crucial tool during major flood, fire and cyclone events – when the

difference between life and death can hinge on having the right information at your fingertips.

"The technology provides an easy-to-use platform which allows different organisations to publicly share and present information in real-time," Mr Bundock said.

"This is invaluable in crisis situations, where clear and up-to-date information is critical in keeping the public safe.

"During disasters, people simply don't have time to call different organisations to determine how to safely evacuate themselves and their families.

"The visual, universal language of map apps means anyone – regardless of their technical or cultural background – can quickly understand where they need to go to be safe."

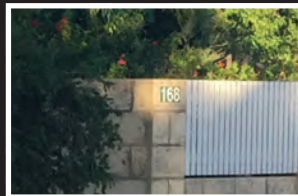
Guardian Evacuations was developed to complement the award-winning Guardian Disaster Management Suite, a range of tools used by Queensland councils to manage call centres and on-the-ground responses during disasters.

While currently in its beta stage of development, the app is expected to be available for download on Australian council websites for use with phones, tablets and PCs within six months.

There are also plans to make it available through Google and Apple's app markets. ●

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IT'S LIKE HERDING CATS VOLUNTEER LEADERSHIP PROGRAM

Mt Macedon, Victoria, November 2014



AIES Member Jayme Moreland.

Jayme Moreland

A group of people from a diverse range of volunteer agencies gather to commence day one of the Volunteer Leadership Program at the Australian Emergency Management Institute in Mt Macedon, Victoria.

When asked what 'volunteer leadership' means to us, 'it's like herding cats' came straight to mind.

Leading and developing volunteers in any organisation is a rewarding and fulfilling task that has its fair share of challenges. The Volunteer Leadership Program (VLP) is the perfect opportunity to ask the facilitators, a group of volunteer and emergency management experts, the ins and outs of volunteer leadership.

The VLP is a four-day program with 25 participants representing a diverse range of agencies, predominantly with response and recovery functions.

Leadership, change management and understanding personality styles are just some of the topics that are covered by the program.

The first session of the program consisted of introductions and a presentation by members of the Australian Emergency Management Volunteers Forum (AEMVF), as they had gathered to meet at the same time the VLP commenced.

Facilitators discussed points of interest from the International Association for Volunteer Effort (IAVE) conference that was held in September 2014:

- Australian models and methodology of volunteering was a point of interest as other countries view volunteering as conscription.
- Discussed legal issues surrounding 'spontaneous volunteers' and

the legalities from directing them to undertake work tasks in an operational environment.

Marcus Collignon from Marine Rescue NSW, undertakes various youth development programs across a variety of organisations. He gave an insight into the modern perspective of youth members and their wants and needs:

- Youth want to be heard and contribute to organisational strategic planning.
- Youth want to be a part of the future of emergency services and contribute to future direction of organisations.
- A flexible membership model is being explored. Youth become active members, then leave due to work or study and then return several years later resume being an active member.
- Youth programs have some interest but do not succeed due to insufficient resources or engagement.

Having Marcus discuss the long term goals of youth members and their want to develop emergency management practices at a strategic and corporate level was a fantastic insight to see young members want to be a part of emergency management best practice.

With any leadership training, there is a thorough discussion/heated debate on the difference between management and leaders. During this discussion, it was quickly evident who fit the category of leader and who fit

the category of a manager based on their disapproval of the category they don't fit into.

Leadership types were discussed, with participants divided into syndicates to develop their own thoughts and understandings of the different styles of leadership.

Common themes emerged with keywords such as 'consultative', 'guiding' and 'communication' being the key attributes for a good leader.

Volunteering is giving generously, for a generous purpose.

– Brett Williamson

All organisations agreed that their leaders needed to be able to give clear instructions and to take the time to know their team members and their capabilities.

All participants could agree that although both a leader and manager have what they believe to be positive and negative attributes, both leaders and managers are essential to an organisation.

One without the other would be ineffective and detrimental to an organisation.

A large focus was placed on conducting change management within an organisation.

Change within any organisation is inevitable; in order to be able to develop, grow and expand on capabilities and meet changing community needs, an organisation must change.

Every organisation has the same stereotypical groups working within them. There are the young, energetic upstarts who want to see the good in an organisation and make improvements. There are also the old, grumpy veterans who have the mind set of 'what has always been, will always be. Don't change it'.

Somewhere in the middle are the other members who have neither mindset, until they are easily swayed by popular members, favouritism or political divisions.

Trying to influence the different demographics and stereotypical groups is a challenge for any person wanting to introduce change.

Communication and consultation are still viewed as being essential to change management – allow the team to own the change and let them become the driving force.

This is important in regimented 'old school' organisations that operate a certain way because it has been done that way since 2000BC. Some of the stereotypical 'old school' members shun change regardless of where the directive comes from; an effective change management process is needed to ease the transition.

The organisational culture, support and acceptance of change will ultimately contribute to a successful change in the organisation.



The Volunteer Leadership Program was organised by the Australian Emergency Management Institute in November.

Change is inevitable, except from a vending machine.
– Robert C. Gallagher

Several activities were conducted revolving around what change the VLP participants thought were the most important issues that required change within their organisations.

Member recruitment and retention was the most consistent response across all organisations where improvement and change was desperately needed in order to survive.

The facilitators provided insight into new member feedback that a large number of new candidates join for the social aspect, in addition to wanting to help the community.

A large number of members across all organisations view social activities as important as technical training in order to develop teams and cooperation.

Participants contributed to plans and strategies to improve recruitment and retention across all organisations.

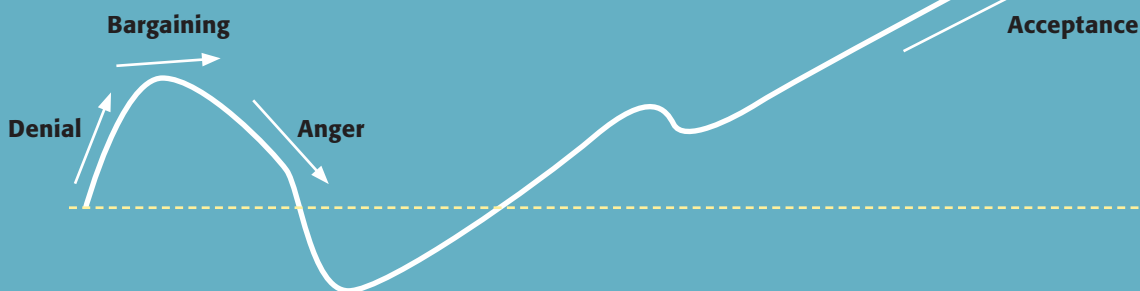
A debate was held to determine whether participants thought recruitment or retention was more important encouraged each member to show their standing on the two matters.

I personally believe that recruitment and retention are equally important and a focus on one over the other could be to the detriment of the organisation and prevent effective continuity with natural turn-over of volunteers.

Bringing in members but not retaining them or focusing on retaining members but not recruiting new members will cause operational issues at a point in the future.

An excursion was held to visit the Memorial Cross at the top of Mt Macedon, followed by Hanging Rock National Park.

EMOTION FLOW DURING A CHANGE PROCESS



Resisting change is like holding your breath. If you succeed, you die.

MEMORIAL CROSS

The 21-metre high memorial cross stands near the summit of the mountain.

The structure was established by William Cameron in 1935 as a memorial to his son and those who gave their lives fighting in World War I.

HANGING ROCK

The main attraction, formerly known as Mount Diogene is located at the Hanging Rock Recreational Reserve.

Made famous in the fictional novel *Picnic at Hanging Rock* by Joan Lindsay in 1967, Hanging Rock is still a very popular tourist destination.

SIGNIFICANCE

On 16 February 1983, the Ash Wednesday (II) bushfires had started. During this bushfire, the northern face of Mt Macedon was burnt.

The Australian Emergency Management Institute was also under threat, with the bushfire coming within several hundred meters of the property.

The view from the Memorial Cross provided us with the opportunity to appreciate the scale of the devastation that bushfires had previously caused across the area.

The vegetation has since flourished to mask the damage caused.

WHAT THE VOLUNTEER LEADERSHIP PROGRAM MEANT TO ME

The VLP gave me the opportunity to refine and build upon my leadership style across these organisations. The concepts and advice given during the course provided me with confirmation of what I am doing right and areas to build upon and improve.

The statistics of volunteers and what new members are ideally looking for in a volunteer organisation was valuable information, in order to meet the changing needs and demographics of recruits.

This has changed my perspective slightly of viewing a volunteer organisation



The Memorial Cross at Mt Macedon, home of the Australian Emergency Management Institute until recently.

as a strict business with no outside social activities to one that needs to find the right balance of operational training and social interaction.

The discussions and activities on leadership styles was of key interest and areas that I want to introduce with new and upcoming leaders. I believe leaders need to be aware of their leadership styles and how it motivates and conflicts with other personalities in order to be successful.

The focus of recruitment and retention within organisations is always a conflicting battle to ensure new members are brought in and existing members continue to be effective and engaged.

The discussions among organisations showed that no one has a concrete answer to combat this but it is a concern amongst all organisations. I believe that recruitment and retention are both equally important but in my current role as a training coordinator, I am focused on retention to keep members engaged, while others focus on recruitment.

Networking with members of other organisations and within the organisations that I am involved with was essentially, of the utmost value to learn how other organisations operate and how to incorporate their best practices into our own.

The VLP gave me the opportunity to meet with members of both the State Emergency Service and St John Ambulance Australia, two of the organisations that I am involved with.

We were able to compare the differences between states and operational capabilities and assist each other to implement improvements back home.

The VLP also gave me the opportunity to meet Robert Maul, National Registrar and Treasurer of the AIES. Robert was fundamental in assisting me to register for the VLP, through AEMI, and was very supportive.

I have recently commenced studying the Bachelor of Emergency Management and several members of the VLP have also started to undertake this course. This has given us an opening to maintain the networking relationships and to assist each other with future emergency management projects in our own organisations.

Although the Mount Macedon Institute is well underway of closing and relocation to Sydney has already occurred, I hope that the VLP continues for other members to undertake.

The concepts, principals and the networking opportunities are invaluable to personal and organisational development and I thank AIES for the opportunity to be a part of this program.

I would like to acknowledge and thank the following for the opportunity to participate in the 2014 Volunteer Leadership Program at the Australian Emergency Management Institute:

- AIES SA Division Committee members, for nominating me and their continued support
- AIES National Committee, for providing the opportunity to attend the VLP
- Robert Maul, for his continued assistance to register for the course and support whilst at the VLP
- John Lawrence, Unit Manager of Edinburgh SES and AIES member, for his ongoing support and encouragement to undertake further development for all volunteers
- The Australian Emergency Management Institute and its dedicated facilitators. ●

EMERGENCY MANAGEMENT STATISTICS

- 500,000 emergency management volunteers nationwide.
- 6.4 million people volunteer nationwide, which has doubled since 1995.
- Net worth of volunteering is \$200 billion per year. By this calculation, volunteering is worth more than mining.
- The average demographic for volunteers is 40-54 years old.
- The main responses to a person wanting to volunteer are to give back to the community (84%), personal satisfaction and the want to commit to a cause.



AIES MEMBERS IN THE FIELD

The Australian Institute of Emergency Services would like to formally extend our congratulations to one of our own.

Anthony Macvean



AIES NSW/NZ committee member Gary Sambridge was recognised for his bravery and service to the NSW Rural Fire Service (RFS) in a special service on International Firefighter's Day (St Florian's Day) on 4 May.

Gary was recognised for his response to an overturned tanker at Mona Vale in October 2013.

On this day, NSW RFS volunteers responded to a report of a bushfire towards the Mona Vale area.

With a number of RFS tankers responding, it was soon found to be the tragic fuel tanker fire and accident in Mona Vale.

The RFS Ingleside Crew were the first fire truck on scene. Faced with a number of different incidents in such an intense environment, the RFS volunteers operated within a volatile scene, at the highest level.

The Ingleside Crew used foam hoseline and branch with many operating in breathing apparatus, although some did not. From below the overturned tanker, the crew managed to bring the running fuel fire under control

and within an hour extinguish the fuel tanker fire.

Gary, and firefighter Joshua Denney, received the Commissioner's Commendations for Bravery after they donned breathing apparatus and used hoses to protect injured drivers and

other firefighters.

We are very proud that one of our members has been recognised for such an act of bravery.

Well done Gary on behalf of the Australian Institute of Emergency Services NSW and New Zealand Division. ●





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▲ **APS FINANCIAL PLANNING**

Timothy Foster provides access to advice and information on the important financial decisions we all face, whether it be superannuation, investments, pre and post retirement planning, life insurance, income protection, gearing, disability and trauma insurance, managed funds or savings plans.

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Sam Athans treats every mortgage as if it were his own. He has access to 20 mortgage lenders and has over 40 years experience in banking. Let us do the leg work for you.

▲ **APS INSURANCE (GENERAL INSURANCE BROKING)**

Danielle Rowe heads our insurance broking team and is a salaried employee of APS Benefits. With over 15 years experience in the industry, Danielle has access to insurance products that include home and contents, motor vehicle, boat/caravan, landlord and public liability. The next time you receive your insurance renewal notice or want insurance for the first time, call Danielle on **1300 131 809**.

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▲ **APS BENEVOLENT FOUNDATION**

Recently launched, the Foundation is a registered charity and a deductible gift recipient. Donations above \$2 are tax deductible. The Foundation will enable the Society to expand our level of benevolence. Need to know more? Call us on **1300 131 809**.

Further to this, APS is owned by its members, so any profits are channelled back to members. Help spread the word by introducing new members and APS will send you, your nominated charity or your staff social club \$50 for each new member you nominate.

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AIES NEWS

Since the Autumn edition of *National Emergency Response*, a number of activities and changes have occurred at the Australian Institute of Emergency Services.

A very successful forum was held in Sydney in May, as was the AIES Annual General Meeting.

In June, a special meeting for the

National Executive resulted in some new appointments.

You can stay up-to-date with everything going on at the AIES at the official website, www.aies.net.au

To hear and see more about the forum, visit www.aiesconference.com

We're also on LinkedIn and Facebook so please join us.



New look AIES National Executive

National President

Steve Jenkins MAIES (QLD Director)

National Vice President

Scott Milne MAIES (ACT Director)

National Registrar

TBC

National Treasurer

David Mack MAIES (SA Director)

National Membership Registrar

John Rice LFAIES

Directors:

Ron Jones FAIES (TAS)

Anthony Macvean MAIES (NSW)

Alan Marshall LFAIES (VIC)

(L-R) NSW President/AIES Director Anthony Macvean, Forum guest Associate Professor Brett Aimers, National Vice President Scott Milne, AIES Director John Rice, National President Steve Jenkins, AIES Director David Mack. Missing: Tasmania President/AIES Director Ron Jones and Victoria President/AIES Director Alan Marshall.

Retired exec awarded highest honour

John Rice LFAIES

AIES Director

Robert (Bob) Maul has been awarded the AIES' highest honour 'for excellence and outstanding leadership of the Australian Institute of Emergency Services as General Registrar/ Company Secretary and member of the National Board 1997 to 2015'.

Bob is a foundation member of the AIES, joining in 1977 when he was employed as the NSW SES Chief Operations and Plans Officer.

Since this time, Bob has served the institute with dedication and distinction in management roles for the New South Wales Division and, for the past 19 years, as a member of the National Board in his appointed capacity of National Registrar and Company Secretary.

Bob's resignation from the AIES at the 2015 National Board meeting marks a period of 38 years' continuing and dedicated service to AIES management and our members.

During his working life, Bob held senior management positions with the NSW SES, NSW Police and the Mosman

Services Club. Much of this time required Bob to juggle the responsibilities of his professional life with those as an AIES management volunteer, something he has done with professionalism, tact and a deal of good humour and patience.

Early in his tenure as National Registrar and General Secretary, Bob was responsible for steering the institute through the formalities of incorporation, which was somewhat of a legal mind field.

Bob's dedication to the AIES and devotion to his duties as General Registrar/Company Secretary have been unparalleled. He has always been available to provide procedural and financial advice and counsel to the divisional management committees, division registrars and treasurers, the national board and national presidents in particular.

The trust and respect that the national board has had for Bob is clearly indicated by his longevity in the elected position of General Registrar/Company Secretary, which has seen him again help steer the institute through the legal



Robert Maul LFAIES, JP

AIES member since 1977

General Registrar 1996-2015

Life Membership awarded 1998

National Medal for Excellence awarded 2015

and administrative processes association with our new constitution and rules.

Bob's considerable expertise and financial management skills have been a tremendous asset to the institute and I am sure we will be hard placed to find a replacement of similar calibre and dedication. It is unfortunate that the majority of members would not know the many hours that Bob has volunteered to the running of the institute.

Bob's service to the institute was recognised through the awarding of his Life Membership on 24 July 1998.





Successful forum to return in 2016

Anthony **Macvean** MAIES

NSW President

The inaugural Australian Institute of Emergency Services Emergency Resilience Forum was a huge success with more than 200 delegates in attendance.

As delegates arrived at Sydney Olympic Park's brand new Netball Central complex, they were treated to a view of the latest emergency units from NSW Ambulance, Fire Rescue NSW, NSW Rural Fire Service and NSW State Emergency Service.

The units featured included some in current use and others that will be soon delivered to various stations around NSW. Among them was a brand new Fire Rescue Rescue Pumper, Fire Rescue Cat 1 Bush Fire Tanker, RFS Cat 1 Tanker and a state-of-the-art SES flood rescue boat.

Delegates took part in sessions throughout the day including 11 guest speakers. As the day drew to a close, a special panel discussion was held with various leaders in emergency management.

Various departments including the US Consulate in Sydney, Emergency Management Australia, The Attorney-General's Department, NSW Police Force, NSW Ambulance, Fire and Rescue NSW, NSW Rural Fire Service, NSW SES, Sky News Weather Channel, Sydney Airport, University of Western Sydney, Ministry for Police and Emergency Services NSW and Telstra all contributed to the successful day.



Delegates had the opportunity to meet with speakers and other emergency services colleagues, and enjoyed access to trade displays throughout the day. Some of our exhibitors included NSW Ambulance, Crisisworks, Avalias, St John, Quarter Master, Telstra, Appearance,

NSW RFS and The University of Sydney.

After the success of the Emergency Resilience Forum for 2015, the AIES plans to run the forum again in 2016. Stay tuned for early bird details to be announced in the Spring edition of *National Emergency Response*.

How the day unfolded

Bill Hoyles MAIES



A PRIVILEGE AND HONOUR

Aboriginal Elder Ray Davidson was invited to deliver the traditional welcome to country on behalf of the traditional owners of the land. The forum was convened on the traditional land of the Gadigal People – one of 29 clan groups of the Eora nation, whose boundaries were the ocean to the east, Georges River to the south, Nepean River to the west and Hawkesbury River to the north. Ray made special mention of how privileged and honoured he felt to be invited to welcome so many wonderful people who performed so many wonderful acts, who gave up their time and effort to help so many people in emergencies, and how proud he felt to be chosen to welcome them to his traditional lands.

RAIN, RAIN GO AWAY

It was a fittingly wet start to the NSW AIES Resilience Forum at Sydney Olympic Park's Netball Central with drenching rain the order of the day.

The NSW SES Situation Report described it simply as 'severe weather – Eastern NSW' and designated it as 'Event 183/1415'.

As Deputy Local Controller of the neighbouring Canada Bay SES Unit, I had received two SES Requests for Assistance by 11am for roof damage and leaks nearby. At the same time, AIES committee member and SES Deputy Local Controller Jim Pullen maintained contact by radio with his Sutherland SES Unit.

If we had wanted a better understanding of these weather patterns we were in

the right place as the conference featured celebrity Fox News Weather Channel chief meteorologist Richard [Dick] Whitaker. The title of his presentation was *The Evolution of Weather Prediction Towards Emergency Management resilience* with a focus on how historical maritime and aviation disasters had led to better weather forecasting. He chose three maritime and one aviation disaster to illustrate his topic – each of which had resulted from east coast lows and severe thunderstorms.

The disasters he chose dated back to the wreck of the sailing ship Dunbar in an east coast low on 20 August 1857 with just one survivor – able seaman James Johnson. This incident resulted in an increased awareness of the necessity of accurate weather forecasting and publication of the first weather map in the *Sydney Morning Herald* on 5 February 1877. Casting his net forward some 100 years, he described the crash of a Vickers Viscount aircraft, the John Oxley, on 30 November 1961 over Botany Bay with the loss of four crew and 11 passengers during a severe thunderstorm. The investigation into this crash led to a better understanding of the power of such weather events, their potential impact on aircraft and the need for better on-board equipment and coordination of weather information across agencies.

CALL ME FARMER ROD

One might be forgiven for expecting that the topic of presenter Rod Young was to be Animals in Emergencies when he

confided that his nickname is Farmer Rob. He had already talked about MEOWs, SAT MEOWs, BIG CAT MEOWs, and was about to discuss COWS, SAT COWS and SOWS.

However, his topic was *Telstra's Approach to Emergency Management for Disaster Recovery*. As the National Emergency Response Manager for Telstra, Rod does not work on a farm. In fact his base is Telstra's Global Operations Centre in Victoria, which he revealed is four-times the size of NASA.

As to those animal references, they are all acronyms for emergency Telstra equipment (ie Mobile Exchange on Wheels, Cell On Wheels and Store on Wheels). These provide various levels of mobile and data communications, are located in various cities for rapid deployment, and can be deployed by rotary wing aircraft, four wheel drive, or semi-trailer depending on size and weight.

He noted how they often provide free Wi-Fi in emergencies, which leads to a circling of the wagons effect (ie on arrival at a disaster site the emergency service operations centre vehicles will wait to see where Telstra sets up and will then circle the Telstra equipment in order to access the free Wi-Fi).

HERE FOR A SHORT TIME

Imagine the sensation of flying into the airport of a large city at night and seeing no lights on the ground, just small fires burning. Then the aircrew emerges from the aircraft cockpit and proceeds to change the batteries in their night vision goggles in preparation for landing. Such was the experience of Senior Sergeant Tim Fairservice, Commander of the NSW Police Force Emergency Management Unit, and a member of the police USAR team arriving in Vanuatu in the aftermath of Cyclone Pam.

With 270kph winds and gusts of 320kph Pam was the second most destructive event in the Pacific in the past 50 years. The Vanuatu police buildings remained standing as they were cyclone rated having been funded by the Australian Government, but the infrastructure all around was devastated. The Police Patrol Boat gifted to the Vanuatu Police by the Australian Government did not cope so well, ending up 300m inland.



Yet, amid the total devastation at the airport and its surrounds, the airport's souvenir shop was still operating.

The police role was many and varied as with any police working in a USAR team. But, there were special challenges facing them. For example, their tent village was set up on the main soccer field, and there was an A-League game scheduled for the following day. How the crowd of several thousand would react to this encroachment was a major concern.

By their very nature, USAR teams are obviously short-notice deployments. So what was Tim's first action when told of the deployment? Grab his go-bag, rush to the office, check his vaccinations, or contact his mates? Tim confided, "As soon as I got the call I took my wife out for dinner because last time I got into trouble."

THE RESILIENCE THEME

Director of Disaster Welfare Services at the NSW Ministry for Police and Emergency Services Dr Allison Rowlands has three firm beliefs: it is not a disaster unless people are affected as disasters are all about people; prevention, preparedness, response and recovery are co-dependent; and disaster management is a team sport. As for the meaning of resilience, Allison believes 'it is the ability to bounce back from a negative experience'.

Senior Research Fellow at the Centre for Health Research, School of Medicine, UWS Dr Mel Taylor studies social media. With special insights into the good, the bad, and the ugly, Mel noted that the notion of 'resilience' can present a challenge for some victims. 'Don't call me resilient! Every time that you do, you feel that you can do something else to me'. As to social media – her advice was to 'be part of it'.

LIGHTS, SIRENS, ACTION

What do ambos do to become the most trusted professionals? The most popular image is that traditional looking ambulances respond to emergencies and transport patients to hospitals. In fact, the NSW Ambulance Service not only uses traditional ambulances but also uses rapid response motorcycles, fast response non-transport ambulances and fixed and rotary winged aircraft. Senior Assistant Commissioner



of Ambulance NSW David Dutton spelt out the complexity of the work in the stats of an average day in the life of Ambulance NSW. Among them are 23 cardiac/respiratory arrests, 74 crashes, 13 pregnancies, 253 falls, 207 chest pains. There are also 156 unconscious, 84 trauma injuries, 66 convulsions, 10 burns, 5 stabbings, 2 animal bites and one electrocution.

He also pointed out that Ambulance NSW is increasingly bringing health care to people, rather than just transporting them to health care. He noted that the NSW Ambulance Service operates in four domains – emergency care, urgent and unscheduled care, community support and health support.

BEWARE AEROSEXUALS



No one is more aware of the impact that aerossexuals can have on his work than Senior Manager of Safety and Emergency Management at Sydney Airport Jim Henry. For the uninitiated, aerossexuals is an affectionate, if unflattering, name for plane spotters. Jim noted that their presence must be factored in when conducting drills and emergency scenarios at the airport.

Issues arise when a realistic drill is conducted – perhaps involving smoke and flames at the airport following a simulated plane crash. Plane spotters have no hesitation in spreading the word that there has been a terrible accident, often on social media, so that a realistic simulation can sometimes lead to wildfire rumours and media interest if not handled correctly.

Jim said exercises and drills are an essential part of airport emergency management whether it be an air crash, an Ebola contamination risk, or a terrorist threat, and the Sydney Airport Emergency Committee trains repeatedly for all eventualities.

REPLICATING DENNI



What if you were to do something and it worked well in the NSW country town of Deniliquin? How likely are you to be asked to replicate it in the Northern Territory – on a remote Aboriginal community named Galiwinku on Elcho Island? Such was the request made to NSW RFS Superintendent Ben Millington and colleague who had developed a base camp in 'Denni' after bushfires and was then asked to recreate it after Cyclone Lam devastated the island community of 2,200 residents, leaving 40 per cent of homes destroyed.

Not only did they successfully achieve this, but they constructed it in such a culturally sensitive manner as to meet the needs of the four clan groups. Furthermore when a second cyclone arrived a few weeks later, they managed to deconstruct the camp, store it in shipping containers, ride out the storm and then rebuild the camp a second time. ●



The Australian Institute of Emergency Services:

Bringing the Emergency Management community together.



ROCKY SEAS AND LIFETIME MEMORIES



AIES Young Volunteer of 2014, Laura Smith, on the high seas.

Voyage number 15/14 set sail from Garden Island Navy Base on Friday 5 December 2015, during one of Sydney's spectacular lightning storms.

Laura **Smith**

AIES Young Volunteer of the Year 2014



You can call me Captain!

Sail training began immediately with the youth crew split into three watches, and sent away with their watch leaders to learn the fundamentals of line handling.

I became a member of white watch, under the command of effervescent watch leader, Dougie. He smoothed over our early awkwardness and encouraged us to speak to one another, and to laugh. The ice broken, we were able to sit down together and discuss our goals

and expectations for the voyage.

Despite our personal differences, we all wanted the same things; to feel valued and included, and to be challenged at every opportunity. As I lay aloft the foremast the next morning, headed for the portside topgallant yard, I had a feeling we were going to get what we wanted and then some.

Nothing bonds a team like shared adversity. As we sailed out of Sydney Harbour on Saturday afternoon the waves began to roll, and so did our stomachs. Still, the show must go on, and so in between bouts of fish-feeding, we learned to set the mainsail and commenced sea watches.

White watch volunteered to do middle, or 'guts' watch, from 12am to 4am. Up on the bridge with the sea breeze, I discovered the magical healing powers of SAO cracker biscuits and my seasickness was cured after only 12 hours of suffering. Others were not so lucky, but they bravely battled on through tacking drills, rope races, and the setting of the square sails (heralded by the cries of, 'chunky rain'). The relief of sailing through the heads into Jervis Bay was palpable.

On Monday we came alongside at HMAS Creswell, and gratefully set foot on dry land. Refreshed by supplies from the canteen, we strolled along white sandy beaches, swam in crystal clear waters, and had a rousing game of beach cricket. Team and friendships now firmly cemented, the challenges began to rain down thick and fast. As we sailed up and down the coast between Jervis Bay, Sydney Harbour, and Bundeena, our sailing abilities were continually tested and bolstered by rope races, tacking stations drills, setting and furling sails, and lectures. The weather also tried us, alternating between frustratingly calm and full on exhilarating.

All of this training was not just for training's sake. The aim of the game was Command Day, the eighth day of the voyage, when the youth crew would elect its own officers and take charge of the ship for 24 hours.

On the eve of Command Day, Captain Gav and Adam sat down with us and explained the concept in greater detail, then they left us to elect our command team. I thought I might try my luck and put my hand up for the position of

Captain, and I was voted in unanimously.

After spending Friday morning chatting with Captain Gav about his role, Command Day officially commenced at 1pm, with the staff crew joking about going on holidays (our engineer actually jumped ship).

We had received a brief that included a long list of challenges to be accomplished within the 24 hours, and I quickly learned that my role would be one of facilitation. Due to poor sailing conditions, we remained at anchor overnight. This allowed us to complete several of the non-sailing challenges, including sending forth a shore party, building a giant hammock, drawing a giant mural and hosting a disco. We also made time to celebrate a fellow youth crew member's 23rd birthday, complete with cake and presents.

Command Day continued into Saturday, and after the staff crew got us safely through the heads, it was down to the business of sailing as an unassisted youth crew. After nailing four of the five navigation waypoints (we missed the fifth by inches), we sailed back into Sydney Harbour under a full press of sail, in heavy traffic. As we came back through the heads, the staff crew resumed command of the ship and the youth crew breathed a collective sigh of relief; we did it. We successfully sailed a tall ship all by ourselves, we completed every challenge on the list, and we did it all in a way that made everybody feel valued and included.

The final day and a half was a whirlwind of activity that included taking the upcoming world voyage youth crew



The crew on board the STS Young Endeavour.

for half day sail through the middle of the world extreme sailing championships.

After one final night of singing, dancing and reflecting, we laid aloft the entire youth crew one last time, and sailed under the Harbour Bridge and into Fleet Base East, belting out the National Anthem for all the waiting relatives and friends.

After many hugs, handshakes, and a few tears, I stepped off the STS Young Endeavour with a greater understanding of what it means to be a team member, and a leader. I saw that attitude is everything, especially when the chips are down (or coming up, in the case of seasickness). I remembered that shared values are powerful in overcoming personal differences. I learnt that leaders

should be humble servants, growing and guiding their people.

I have enjoyed the trip of a lifetime, and there are many people to thank. Firstly, thanks to the AIES for creating and supporting what I believe to be a thoroughly valuable award for young people. Thanks also to Regional Chiefs, Andrew Comer and Jeff Harper, of the Tasmania Fire Service (TFS), for recognising and nominating me for this award. The TFS has given me so many opportunities over the past eight years, and I hope to continue giving back to the organisation for many more.

Finally, thanks to my family, for the constant encouragement and support in everything I do. ●

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A CALL TO NEPAL

Australian doctors and nurses help in the recovery effort



Dr Bronwyn **Hudson**

On Saturday 25 April 2015 at 11.56 am (NST), a 7.8 magnitude earthquake rocked the Himalayan country of Nepal, killing thousands and injuring even more.



The WHO situation report on 22 May stated that the earthquake had affected 4.2 million people. Of this significant number, 2.8 million people had been displaced and 18,530 injured. Sadly, 8,635 people had lost their lives.

Further, 1150 health facilities were completely or partially damaged. According to the Nepali Ministry of Home Affairs, nearly 500,000 homes were destroyed and another 270,000-odd were badly damaged.

The mountainous terrain of Nepal meant that the emergency medical response would be challenging. This, along with a government long accused of ingrained corruption, meant that getting aid to where it was needed most in a timely fashion was no small task.

Monsoon rainfall and ongoing aftershocks complicated the rescue and recovery efforts adding to the risk of landslides and further building collapses. Roads were damaged and impassable and communications infrastructure affected.



With over 100 foreign medical teams in the country, it was important that the medical response was co-ordinated at a central level.

Based on a cluster model, the disaster response was co-ordinated by the World Health Organisation (WHO) in conjunction with the Nepali Ministry of Health and Population. The cluster model and crisis mapping was used to plan emergency aid work. Information was gathered from teams in the field, input from social media along with satellite and drone pictures.

Initial medical aid was sent in the form of both private and army helicopters to evacuate the severely injured and bring them to medical treatment. Much controversy exists over the allocation of resources to foreigner mountaineers and trekkers on Mount Everest, which diverted the limited number of choppers away from the emergency evacuation of severely injured Nepali people from remote villages.



MY ROLE IN NEPAL

Having lived in Nepal from 2002-04, I felt a real calling to contribute to the disaster response. On Monday 4 May, nine days after the quake, I arrived in Kathmandu. Having not

done any disaster relief before, I read as much as I could before I left. I read about the international response in Haiti and Indonesia and the subsequent lessons learned. I knew that, as with all areas of medicine, the golden





rule of 'first do no harm' must also apply here.

The disaster response occurred in phases. By the time I arrived in Kathmandu, the search and rescue phase of the operation was coming to a close. The health system was functioning well but was under stress from the sheer volume of patients. Adding to this was the fear of further shocks meaning that many patients did not want to be inside.

Within hours of arriving in Kathmandu our team was tasked with the job of caring for patients in a step down clinic set up on the outskirts of town to support patients that had been discharged from hospital but not medically well enough to return to their homes. Some had no homes to return to.

It was confronting to care for these patients, in the most rudimentary of set ups, and not make comparisons to the care at home. To not feel gratitude for the working environment we, as Australian doctors, get to enjoy,

was impossible. The physical and emotional suffering was immense and I was again reminded of the importance of acknowledging mental health of a population in disasters such as these.

As part of the medical team from International Medical Relief (IMR), I travelled by car, bus, motorbike and foot to reach a village called Pangtang, located in the Sindhupalchok region of Nepal, near the Chinese border.

This was one of the regions most affected by the quake and had yet to receive any aid. The health care needs varied from wound care, fracture management, pain, and the management of chronic health conditions (many people lost their medications in the rubble).

The mental health effects of this disaster were becoming clearly evident. Many people were grieving the dead, and feeling too scared and anxious to go inside.

During my time in Nepal, and with funds donated by my colleagues, family and friends, we were able to support a

number of local medical teams in their disaster relief efforts.

Together with my colleagues from Byron Bay Hospital, Dr Kevin Hartley and Registered Nurse Therese Missiaen, I was able to donate funds to a local hospital to ensure that orthopaedic operations could continue.

In the particular hospital we visited, a lone orthopedist was conducting up to 14 surgeries a day. Operating had ceased due to a lack of funds to procure pins, wires, plates and implants.

We also joined the public health team from the Kathmandu Medical College and Teaching Hospital conducting health camps in Sankhu and Namlebhare. Consultants, junior medical officers, medical students and nursing students staffed these camps.

We were able to make financial contributions to these camps and provide medicines, vitamins, soap, toothbrushes and toothpaste, water filters, and some basic food items.

I was in awe at the skill and knowledge of these Nepali medicos

on these trips and was again reminded that the contribution of international medical teams should be focussed on supporting the local doctors and nurses who do an outstanding job with limited resources and in difficult environments. Again, with money still being donated, I am able to continue financially supporting these camps.

In an effort to contribute in a more sustainable way, our team set up a fund at the College to support the education and training of Nepali nurses. This fund will allocate a scholarship to nurses based on academic ability, clinical skills, leadership and contribution to extra curricular activity, such as disaster relief.

THE SECOND QUAKE

The situation in Nepal took a grave turn for the worse at approximately 12.50pm on 12 May, the day before I was due to return home.

There is some controversy as to whether the 7.3 magnitude shock felt at this time was a major aftershock, or a new quake altogether.

Regardless, the second major quake, which took a further 200 lives, including lives in India and China, was sinister for the reason that many people were only just returning to their homes and starting to feel somewhat safe again. This shock, experienced by our team and described as nothing less than a terrifying experience, gave us all a very real understanding of the experience of the Nepali people.

The disaster response now turns to the restoration of health care facilities, the management of post trauma injuries and longer term health issues including rehabilitation, mental health issues and the prevention of disease outbreak. WHO has set up surveillance teams and a dedicated mental health response has been formulated.

The road to recovery will be long for Nepal. At times, I find myself wondering, from the comfort of my warm bed and safe home in Australia, how it is even possible given the enormity of the challenges they face. I feel a deep sense of gratitude for the experience of travelling to Nepal at this time and a great deal of admiration for our colleagues in Nepal, many of whom are still working around the clock to care for their patients in the aftermath of this massive disaster. ●



Dr Bronwyn Hudson lives in Byron Bay with her two children, Maya and William. She works at the Bangalow Medical Centre and Byron Bay Hospital.

In just one month, she raised almost \$25,000 that went directly to medical supplies and needs. If you would like to hear more of Bronwyn's experience in Nepal, or can contribute to her ongoing fundraising efforts, visit www.gofundme.com/t5ghs6x

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DRUG AND EXPLOSIVE DOGS KEEPING WEST AUSTRALIANS SAFE AT AIRPORT PRECINCTS



*Minister for Justice
Minister Assisting the Prime Minister on Counter-Terrorism*

The Hon Michael Keenan MP

In May, I had the chance to see firsthand the skill of the Australian Federal Police's detection dog teams working throughout Perth's airport precinct.

The Australian Government's first priority is to keep Australians safe and these canines are a highly mobile and effective tool for protecting our borders.

With a sense of smell 1000-times more powerful than humans, these canines are turning their nose to terminals across the nation, sniffing out trouble in baggage, aircrafts, vehicles and freight, as well as the travelling public.

The AFP maintains eight canines at Perth airport, six of these canines are Firearms and Explosive Detection Dogs (FEDD), and the other two are Currency and Drug Detection Dogs (CADD).

Nationally the AFP Canine Program maintains a capability of 38 FEDD and 17 CADD nationally. Each team consists of one dog and a handler and they are regularly seen at both the domestic and international airports around Australia where the AFP have a presence.

In the first four months of 2015, AFP canines were deployed on 3,592 occasions across Australia – 469 of these deployments were in Perth. Most are proactive deployments in the airport environment.

During that period, \$669,160 in cash was seized as a result of the skills of these dogs and their handlers, with \$240,950 found in Perth. Majority of that seizure was from a single detection at Perth's Domestic Airport in January when a man was found to be carrying in excess of \$140,000.

Between January and April this year, AFP dog teams led to the seizure nationally of over two kilograms of cannabis, 1.3 kilograms of methamphetamine and 1,057 ecstasy tablets.

CADD capability contributes to detecting the movement and concealment of a range of Australian dollars and a range of international currencies that are suspected of being the proceeds of criminal activity, or the bankroll for future crimes.

The dogs are also trained to sense a wide range of illicit drugs, and are

part of unprecedented efforts by the Australian Government and its law enforcement agencies to detect, disrupt and undermine the business models of organised criminal gangs that seek to profit from such misery – especially the mind-eating, personality distorting ice scourge destroying families and communities across Australia.

Earlier in May I released the Australian Crime Commission's *Illicit Drugs Data Report 2013-14* which revealed law enforcement agencies made record drug seizures and arrests in the last year.

While there is no doubt we are disrupting more criminals and detecting more illicit drugs than ever before, the illicit drug market remains the principle source of profit for organised crime and continues to be a key focus for law enforcement in Australia.

I want to congratulate the efforts of our Australian Federal Police and border enforcement officers for their ongoing dedication and efforts to protect our nation. ●

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THE INSTITUTE'S AIMS

To provide a professional body for the study of the roles and functions of Emergency Services and Emergency Management Organisations throughout Australia, and the promotion and advancement of professional standards in these and associated services.

THE INSTITUTE'S OBJECTIVES

- To raise the status and advance the interests of the profession of emergency management and counter disaster services administration.
- To represent generally the views and interests of the profession and to promote a high standard of integrity and efficiency in the skills of emergency and counter disaster administration.
- To provide opportunities for association among members and students to promote and protect their mutual interest.
- To facilitate full interchange of concepts and techniques amongst members.
- To bring to the notice of the public such matters that are deemed to be important for safety and protection of the community and to promote research and development of emergency services generally.
- To establish a national organisation to foster international co-operation in counter-disaster services administration.

THE INSTITUTE OFFERS

- An opportunity to be part of a progressive Australia-wide Institute dedicated to the progression and recognition of the Emergency Service role in the community.
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- A journal with information from institutes and other sources around the world in addition to the interchange of views between Divisions in Australia, as well as access to the Institute website.
- Reduced fees for members at Institute Seminars and Conferences and an information service supplied by professional experienced officers.
- A Certificate of Membership.

- The opportunity to use the initials of the particular membership status after your name.
- Corporate members receive a bronze plaque free of charge and can advertise on the AIES website, as well as provide articles for inclusion in the Institute's journal.

MEMBERSHIP

Costs
Nomination Fee: \$30.00
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There are four classes of membership:

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Eligibility

Applications for membership will be considered from persons who are at least eighteen years of age and who:

- Are members of a permanent emergency service or associated service, or
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Admission as a member may be granted if in the opinion of the General Council the applicant meets all other conditions of membership and passes such examinations and/or other tests as may be required by General Council.

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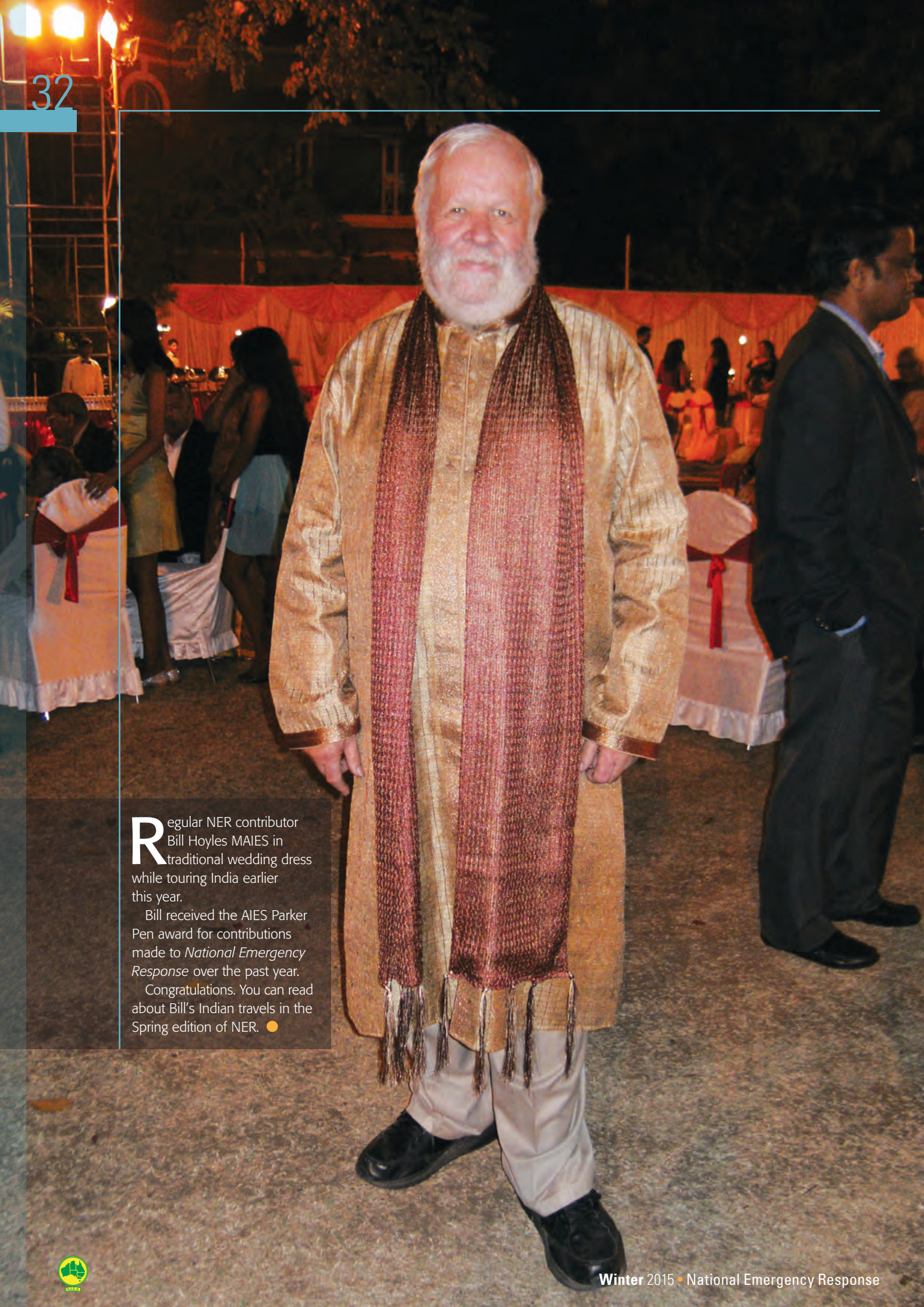
NATIONAL EMERGENCY RESPONSE JOURNAL

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A full-page photograph of Bill Hoyles MAIES, an older man with a white beard, standing at a night wedding. He is wearing a traditional Indian kurta in a shimmering gold and beige fabric, paired with a long, dark brown and red striped shawl with fringed ends. He is also wearing light-colored trousers and black shoes. The background shows a wedding reception with guests, tables covered in white cloths with red ribbons, and warm ambient lighting.

Regular NER contributor Bill Hoyles MAIES in traditional wedding dress while touring India earlier this year.

Bill received the AIES Parker Pen award for contributions made to *National Emergency Response* over the past year.

Congratulations. You can read about Bill's Indian travels in the Spring edition of NER. ●

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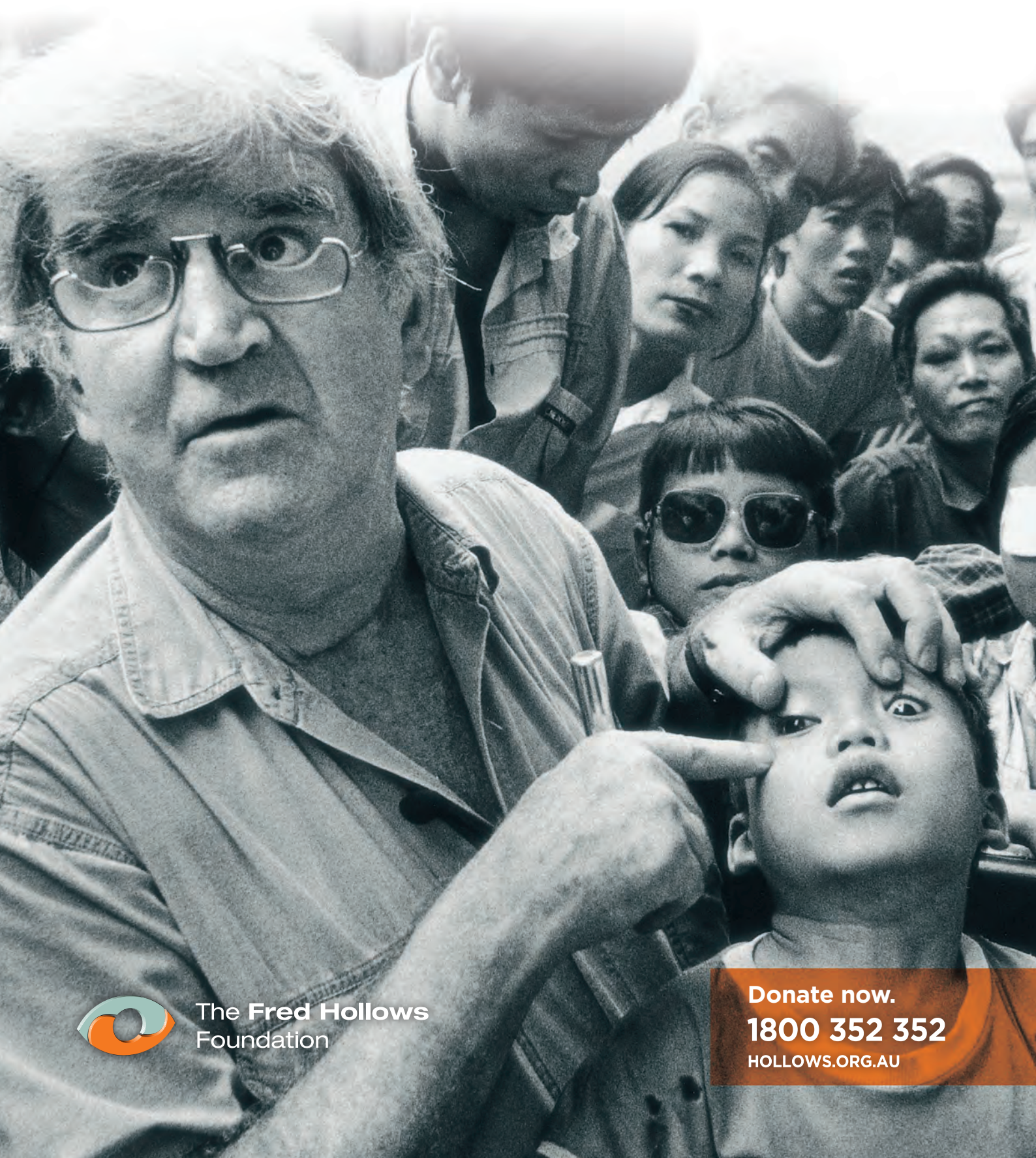
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